Nikhil Agarwal

Hospital Administrator

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PERSONAL STATEMENT

Hospital administrator with 9 years of experience in operations, accreditation and revenue management for 150–300 bed multispeciality hospitals. Led a first-time NABH accreditation, improved bed occupancy and TPA collections, and manages cross-functional teams across front office, billing, housekeeping and support services.

WORK EXPERIENCE

Deputy Medical Superintendent (Administration) · Aravali Multispeciality Hospital, Jaipur — Jun 2021 – Present

- Oversee daily operations of a 260-bed hospital with 11 departments and about 420 non-clinical staff.
- Led the hospital's first NABH full accreditation in 14 months, coordinating 32 quality indicators and 120+ SOPs.
- Raised average bed occupancy from 68% to 81% and reduced average length of stay from 4.6 to 3.9 days through discharge-before-noon and bed-management huddles.
- Cut TPA and insurance claim deductions by 22% and receivable days from 58 to 41 with a pre-authorisation desk and weekly claim reviews.

Operations Manager · Shekhawati Healthcare Pvt Ltd, Sikar — Jul 2017 – May 2021

- Managed OPD, front office, admissions and patient-relations teams for a 150-bed hospital.
- Reduced OPD waiting time from 55 to 25 minutes by introducing token display, pre-registration and slot booking.
- Set up empanelment and billing processes for government health insurance schemes, adding about 18% to monthly admissions.

EDUCATION

MHA in Hospital Administration · Institute of Health Management Studies, Jaipur — 2015 – 2017
Grade: 7.9 CGPA

B.Sc in Biology · Government College, Ajmer — 2012 – 2015
Grade: 70%

SKILLS

Hospital operations · NABH accreditation · Bed management · TPA and insurance billing · Government scheme empanelment · HIS implementation · Patient experience · Budgeting and MIS

CORE SKILLS

- Team leadership
- Process improvement
- Stakeholder management
- Crisis handling
- Data-driven decisions

CERTIFICATIONS

Internal assessor training on NABH hospital standards · Healthcare quality training programme — Feb 2022

Lean Six Sigma Green Belt · Professional certification body — Sep 2020

LANGUAGES

English · Fluent · Hindi · Native · Marwari · Conversational

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